

WEBEL TECHNOLOGY LIMITED

CORRIGENDUM - I

TENDER NO. WTL/FOREST/CAPP/24-25/030 DATED 20.01.2025

Sl. No.	Section No.	Clause No.	Page No.	Existing Clause	Revised Clause
1	B	4	8	The bidder should have minimum 5+ years of experience in Govt/PSU/Govt Statutory bodies providing software design, development & implementation and technical support services. Copy of work order to be enclosed.	The bidder should have minimum 2.5+ years of experience in Govt/PSU/Govt Statutory bodies providing software design, development & implementation and technical support services. Copy of work order to be enclosed.
2	B	6	8	Bidder should have cumulative turnover of not less than Rs. 5.00 crore in the last three financial years (2021-22, 2022-23 & 2023-24). Copy of Audited Balance sheet should be submitted.	Bidder should have cumulative turnover of not less than Rs. 3.00 crore in the last three financial years (2021-22, 2022-23 & 2023-24). Copy of Audited Balance sheet should be submitted.
3	D	16	13	LOCATION FOR DELIVERY & INSTALLATION: NEW ADMINISTRATIVE BUILDING OF NEW TOWN KOLKATA DEVELOPMENT AUTHORITY	LOCATION FOR DELIVERY & INSTALLATION: Directorate of Forests, Government of West Bengal

SLA parameter
System Availability:

#	Measurement	Definition	Target	Penalty
1.	Availability of all the citizen services	Availability of citizen services for at least 99.9% of time measured on a monthly basis for a 24*7*365 time period	95% requests within the limit of 5 Seconds	No Penalty
			< 95 % & >=93% within the limit of 5 seconds	0,5%
			<93% & >=91% within the limit of 5 seconds	1%
			<91% & >=89% within the lime of 5 seconds	2% For each additional drop of 1% in performance below 89%, 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.

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2.	Average time for Submission of data by the Client Users	Response time of System measured at data center	95% requests within the limit of 3 Seconds	No Penalty
			< 95 % & >=93% within the limit of 3 seconds	0.1% of the contract value
			<93% & >=91% within the limit of 5 seconds	0.2% of the contract value
			<91% & >=89% within the lime of 3 seconds	2% For each additional drop of 1% in performance below 89%, 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.

System Performance:

#	Measurement	Definition	Target	Penalty
1.	Average time for transactions by citizens including attachment uploading	Response time of system measured at data center	95% requests within the limit of 5 Seconds	No Penalty
			< 95 % & >=93% within the limit of 5 seconds	0,5%
			<93% & >=91% within the limit of 5 seconds	1%
			<91% & >=89% within the lime of 5 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.
2.	Average time for Submission of data by the Client Users	Response time of System measured at data center	95% requests within the limit of 3 Seconds	No Penalty
			< 95 % & >=93% within the limit of 3 seconds	0.1% of the contract value
			<93% & >=91% within the limit of 5 seconds	0.2% of the contract value
			<91% & >=89% within the lime of 3 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.